

Purchasing a Container

A 95-gallon container must be purchased from the City by each resident for service. Each container is numbered and specifically assigned to the purchaser. Residents may purchase a maximum of two (2) containers for garbage. To purchase a container, call Customer Service at 883-3111.

Other Containers

Due to the nature of automated collection, the service does not allow for variations in container size and type. You may not use any other containers for solid waste collection except those purchased from the City.

Stolen Container

Report stolen containers to the City of High Point Police Department at 883-3224, and to the Customer Service Department at 883-3111.

Spillage

Automated collection should not result in garbage being spilled onto the street if residents bag their garbage properly. However, if spillage should occur as a result of not bagging, the property owner will be responsible for cleaning up the spillage.

Collection Schedule

Your collection day will remain the same. If you have questions, please call Customer Service at 883-3111.

How to Care For Your Container

Keep your container clean by washing with mild soap and water.

Special Recycling Alert

In the near future, High Point residents will be receiving a 95-gallon recycling container. The purpose for this container is to promote the recycling program, provide more capacity, and accommodate automated recycling collection.

In addition, since the new containers are five times larger than the current 18-gallon bins, your recycling will be collected on a bi-weekly basis (every other week) on your normal collection day. Stay tuned for more information!



For more information, visit
www.high-point.net
or call **883-3111**

In Touch With the High Point Residents



Automated Garbage
Collection Guidelines



Dear High Point Residents

The City of High Point is now providing you with one of the most modern and efficient solid waste garbage collection systems available. There is no person, young or old, rich or poor, who does not have to deal with GARBAGE. How well we deal with it affects our health, our business, our environment, our appearance, and our pride in our city.

On behalf of the elected officials and the City employees who serve the community, we pledge our commitment to provide you with the best service possible. The material provided in this packet explains the City's solid waste collection practices and automated collection of garbage.

Take a few minutes to familiarize yourself with these guidelines regarding automated garbage collection. We are here to assist and ensure this change is successful with little impact to customers.

If you have any questions or concerns about your solid waste services, call Customer Service at 883-3111. Or visit us at:

www.high-point.net

What is Automated Collection?

Automated collection is a system for collecting solid waste in High Point. On your collection day, our automated truck, equipped with a lifting mechanism arm on the side, will pull up to your container and collect your garbage. The operator does not leave the truck cab and controls the entire loading process from the right-hand driver seat. The entire collection process takes less than 10 seconds.

Why is Automated Collection Better Than Traditional

- Automated collection allows the collection of garbage more efficiently, saving taxpayers significant dollars.
- Automated trucks are operated by one operator instead of a three-man crew.
- Much safer - employees do not ride on the rear platform, exposed to adverse weather conditions and daily traffic dangers.
- No manual lifting or exposure to garbage hazards - less job related injuries.
- Crews can service more homes during a regular workday.

When Do I Place My Container At The Curb/Street?

As in the past, your container should be placed at the curb/street no later than 7:00 a.m. on your collection day. Remove your empty container from the curb by midnight that day. Containers should not be left at the curb during weekends. Your cooperation in abiding by these requirements will help keep the City of High Point beautiful.

Old Roll-Out Containers

With proper care, containers normally last 15+ years (10 yr warranty). Containers that are not serviceable, broken, or do not have lids must be replaced - containers will be tagged. If you would like the City to dispose of it, leave it at the curb with a note to remove: IT IS RECYCLABLE!

Call Customer Service at 883-3111 to order a new garbage container.

Where To Place Your Container

The collection truck must have clear access to your container. **Do not park vehicles on the street on the day of your collection - blocks containers.** Place your container three feet away from trees, mailboxes, other containers, utility poles or anything else that could interfere with collection. Place the cart within one foot of the curb or street with the handle facing the house.



The collection truck is on a scheduled route. If your garbage is not collected, it is likely due to the container not placed properly, put out late, or blocked. Your container will be collected on your next scheduled collection day.

Loose Bags

Because the garbage collection process is automated, **loose bags of garbage beside the container will not be collected**. All garbage must be placed inside the city-issued garbage containers.

What To Place In Your Container

Place household garbage in tied plastic bags and place in the container ensuring nothing hangs out and the lid closes securely. This provides you a more sanitary trash container, minimizes odors and insects, and a cleaner neighborhood - no spillage.